



STATE OF HAWAII
DEPARTMENT OF HEALTH
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION
3627 KILAUEA AVENUE, ROOM 101
HONOLULU, HAWAII 96816

In reply, please refer to:
File:

June 23, 2020

Dear Youth and Families,

Subject: Updates to CAMHD Operations Considering COVID-19

Your health and safety are very important to us! The Behavioral Health Administration is closely watching the latest updates of COVID-19 and is working to ensure essential services throughout this season and beyond. **Each of us plays a role in continuing to prevent the spread of illness and we want to let you know about some updates to your services:**

1. **Our physical offices will be open to the public on July 1, 2020. Many of your care coordinators will continue working outside of the office until further notice.** Please continue to contact your care team via phone, email or the main line of your Family Guidance Center. We welcome faxes and regular mail but might be slightly slower to respond in this season.
2. **We recommend that in office meetings be held generally by appointment only.** If you are scheduled for a meeting at our office, we will call to remind you of the meeting and ask you to reschedule if you or someone you have contact with are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or have traveled out of the state within the past 14 days. We will assist those callers by rescheduling appointments as soon as possible.
3. **We ask that all visitors to our offices wear masks and be prepared to have their temperatures taken upon entry.** Our staff are working hard to keep you healthy and will be wearing masks, getting their temperatures taken, rearranging the office, and cleaning spaces daily.
4. **You will still receive medication refills and telehealth sessions.** Please contact your Family Guidance Center or care coordinator for more information.
5. **We will still work to hold most meetings by phone or video conference.** Your care coordinator can work with you to figure out the best way for you to join meetings.
6. **We will continue to authorize and encourage therapists to use telehealth for treatment services (if it works for you).**
7. **All youth and family travel are allowable (when part of the treatment plan) for admission and discharge from programs, family visits and home passes.**

8. **Residential programs have developed their own excellent procedures to keep you and your family safe.** Please contact them if you have questions about their program changes.
9. **Finally, we want to hear your thoughts about your experiences with the CAMHD!** In mid-July, primary caregivers will be contacted by email to complete a survey. Please be sure that your care coordinator has your best email contact. If you do not have easy access to email, please let them know and they can arrange for a phone interview, as needed.

We also wanted to share a few other helpful resources:

1. Department of Health's issues and advisories for COVID-19: <https://hawaiiicovid19.com/>
2. Child and Adolescent Mental Health Division's (Social Media: @CAMHDAHAWAII) COVID-19 Updates for Families: <https://health.hawaii.gov/camhd/covid-19-updates/>
3. Behavioral Health and Homelessness Statewide Unified Response Group (Social Media: @BHHSURG) resources for clients and consumers: <https://health.hawaii.gov/bhhsurg/everyday-prevention/>

We are committed to ensuring that you continue to receive quality services. Please talk to your care coordinator if you have questions or concerns. Thank you so much for your partnership with us in this season.

Sincerely,

Scott Shimabukuro, Ph.D., ABPP
Acting Administrator, Child and Adolescent Mental Health Division
State of Hawaii, Department of Health

CENTER AND BRANCH CONTACT INFORMATION:

OAHU

Honolulu (808) 733-9393
Central-Kaneohe (808) 233-3770
Central-Pearl City (808) 453-5900
Leeward (808) 692-7700

FAMILY COURT LIAISON BRANCH

(808) 266-9922

HAWAII ISLAND

Hilo (808) 933-0610
Kona (808) 322-1534
Waimea (808) 887-8100

KAUAI

(808) 274-3883

MAUI COUNTY

Wailuku (808) 243-1252
Lahaina (808) 662-4045
Lanai (808) 264-5423
Molokai (808) 553-7878